

HEALTH AND WELLBEING BOARD

CQC- Provider Collaboration Reviews



Overview of Collaboration Reviews

During July and August CQC completed reviews in 11 different English localities, to find out how care providers worked together in response to the pandemic. CQC wanted to find out how providers collaborated to improve care for older people, who are most at risk of COVID-19. The 11 reviews focused on the interface between health and social care for people aged 65 and over. In each system CQC carried out a deep dive review of a local authority area and then fed this information back to the Integrated Care System (ICS) or Sustainability and Transformation Partnership (STP) leads.

To get a comprehensive picture, CQC engaged with a wide variety of organisations locally, including primary care networks, local medical committees, adult social care providers, directors of social services, NHS trusts and independent hospitals, urgent care providers, NHS 111, community care providers, integrated care teams, urgent dental services, local Healthwatch and other organisations that represent those who use services, their families and carers.

Tackling the issues related to COVID-19 has required effective strategic planning, good relationships and practical, deliverable solutions. Emerging learning across the reviews so far has included:

- Understanding local population needs, including cultural differences, was especially important.
- The quality of existing relationships between local providers played a major role in the coordination and delivery of joined-up health and social care services that meet the needs of the local population.
- There was an increased focus on shared planning and system wide governance, but pre-existing plans may not have been fit for purpose to cope with COVID-19.
- Staff across health and social care worked above and beyond their roles – we spoke to dedicated, passionate staff, committed to supporting everyone including people aged 65 and over.
- There was a range of initiatives to ensure the safety and wellbeing of staff working both on the front line and in support services.
- The move to digital working accelerated and impacted on access to services, and more generally digital solutions supported data sharing and communication between health and social care partners and within health and social care organisations.

CQC will report their full findings from these first 11 Provider Collaboration Reviews (PCRs) in their State of Care 2019/20 report to Parliament in October 2020.

Devon Provider Collaboration Review

Devon ICS was identified as being one of the 11 areas and this was then focussed down further to the Plymouth System. Attached is a presentation on the feedback from the review of the Plymouth System given recently by CQC to System Leaders.